

A photograph of a community playground under a blue sky with scattered clouds. In the foreground, a concrete sidewalk leads from the bottom right towards the playground. To the left of the sidewalk is a black trash can. The playground features a red slide, various climbing structures, and a small tower with a red flag on top. A dark brown wooden fence runs along the right side of the playground. In the background, a large brick building with a gabled roof is visible. A sign above the entrance to the playground reads: 

WELCOME TO THE  
JEFFREY P. OSSEN FAMILY FOUNDATION  
COMMUNITY PLAYGROUND

# Town of Mansfield

## Annual Report

### 2015-2016

# Town Manager's Message

## *Town Council and Mansfield Residents:*

I am pleased to submit our 2015/16 Annual Report regarding municipal operations, as required by the Town Charter.

In many respects, 2015/16 was a positive year for Mansfield. We conducted the statutorily-required mass appraisal for residential and commercial properties. While home values declined as anticipated, this development was offset by a 22% increase in the value of commercial property (primarily Storrs Center) and most homeowners saw a decrease or no increase in property taxes. Also in 2015/16, our team was able to accomplish several key projects and initiatives, including:

- The unveiling of <http://open.mansfieldct.org/>, our online financial transparency website;
- The adoption of the award-winning *Mansfield Tomorrow* Plan of Conservation and Development;
- The state's purchase of development rights to preserve Mountain Dairy;
- The 40<sup>th</sup> Anniversary Celebration of the Mansfield Senior Center;
- The replacement of street signs and the preparation of a comprehensive pavement management study for all local roads in town; and
- The construction of Phase 2 of Storrs Center, featuring 204 full leased apartments and 34,500 square feet of commercial space.

In addition, I would like to highlight our featured project for the year, the Jeffrey P. Ossen Family Foundation Community Playground. This community project, in my view, represents the very best of Mansfield. A dedicated group of volunteers worked closely with town staff, and we received generous support from the Ossen Foundation and other key contributors to bring the project to fruition. The fully-accessible playground is proving a huge hit with parents and kids, and will be enjoyed by Mansfield children for decades to come.

Mansfield is fortunate to have a great team of staff and Ms. Kelly Lyman, our new Superintendent of the Mansfield Public Schools, has proven a wonderful addition this past year. Ms. Lyman has quickly become a valued colleague and I appreciate her passion for service and excellence. I look forward to working with her on the key issues facing our municipal government and school district.

In closing, I would like to thank Maria Capriola, Sara-Ann Chaine, and especially Emily Wilson, for their good work in preparing this Annual Report. I look forward to continued success in 2016/17.

Matt Hart  
Town Manager

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Pictures courtesy of Mansfield Community Playground, Mansfield Downtown Partnership, Julia DeLapp, Jessie Richard, Sheri Baczanski, and Leslie McDonough. Thank you!

## Mansfield at a Glance



Median Household Income: \$66,404  
36.6% of households have income of \$100,000 or more  
Median Home Value: \$242,900



16 miles from I-84  
35 miles from Bradley International Airport  
8 miles from Windham Regional Airport  
Windham Regional Transit Bus Service



Total Population: 26,043  
Family Households: 3,138  
Non-Family Households: 2,168  
Median Age: 21



**Audrey P. Beck Municipal Building**  
**4 South Eagleville Road**  
**Mansfield, CT 06268**

**HOURS**  
**M/T/W.....8:15 am to 4:30pm**  
**Thursday.....8:15am to 6:30pm**  
**Friday.....8:00am to 12:00pm**

# General Government

Departments in the General Government service unit provide those activities that are required by law or policy to support day-to-day government administration and operations. These departments work together to achieve the most efficient and effective use of Town resources to benefit our citizens.



Town Manager/Human  
Resources, Finance,  
Information Technology, Town  
Clerk, Registrar



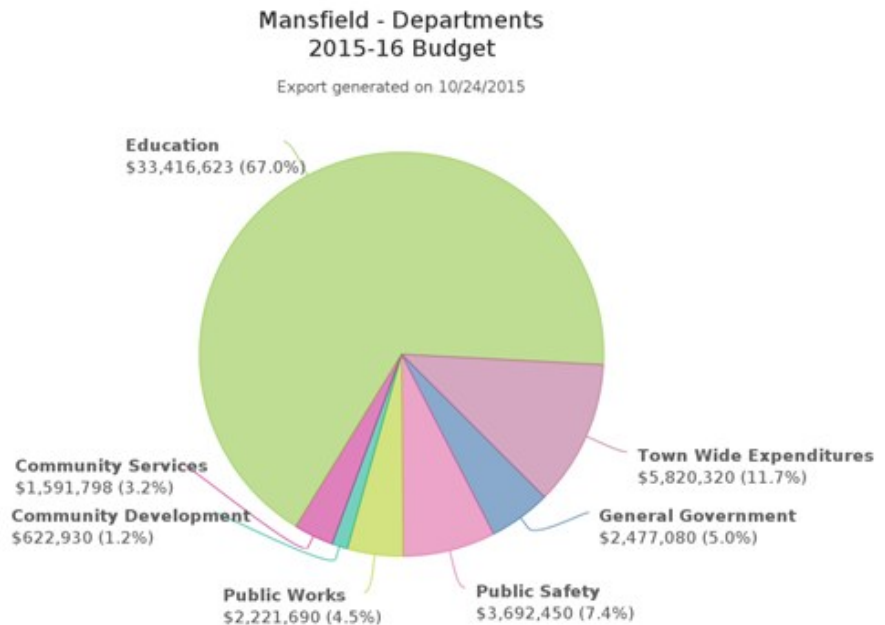
Budget for FY 2016:  
\$1,728,160



24.42 Full Time Equivalent  
Employees

## Achievements:

- Awarded the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada (GFOA), for the Town's comprehensive annual financial report (CAFR). This Certificate is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management. The Town also received the GFOA Distinguished Budget Presentation Award for the FY2015/16 Budget.
- Received a Historic Preservation Grant which was used to back file 22,222 scanned pages of land records. The electronic index for land records now dates from 1973 to 1984.
- Implemented a Special Collection Policy to address the documents, artifacts, photos and other records that are in the possession of the Library and Clerk's Office.
- Updated and revised the Finance Department Policies and Procedures to reflect current Best Practices. They were implemented and tested across all of the agencies the department serves.
- Completed a Fraud Risk Assessment and began implementing revised procedures for the collection, reporting, and tracking of cash.
- Multiple collaboration between departments led to the implementation of <http://open.mansfieldct.gov>, an online financial transparency website. OpenGov provides open access to citizens, policy makers, and staff with customizable graphs and spreadsheets of all of Mansfield's revenues and expenses.
- Supported the successful addition of Inland Wetlands and Planning and Zoning Meetings to the online and cable video broadcast schedule of public meetings, in addition to Town Council and budget meetings. Meetings can be viewed live and on-demand.
- Implemented technology improvements at the Mansfield Public Schools including fiber optic cabling deployment where needed, school security initiatives, network infrastructure work including SAN storage, and building-level equipment.





# Community Development

Community Development aims to provide residents with a community that promotes and protects public safety, health and welfare, environmental quality, encourages economic activity and full employment, rewards creative enterprise, and fosters full citizen engagement. These departments play a crucial role in the present and future direction of Mansfield and the overall quality of life of our residents.

- The *Mansfield Tomorrow Plan of Conservation and Development* establishes a vision and goals for the future of Mansfield and actions that Town government, residents and businesses can undertake to help achieve that vision. Mansfield Tomorrow was adopted in September 2016.
- The Connecticut Department of Agriculture purchased development rights on 83 acres of Mansfield's largest and longest-running farm, Mountain Dairy. The acquisition represents the first phase of a project to preserve over 780 acres of this farm. When the purchase of the remaining development rights has been finalized, Mansfield will have over 1,000 contiguous acres of farmland preserved for future generations.
- A 58-acre expansion of the Sawmill Brook Preserve was made possible through a grant from the Connecticut Department of Energy and Environmental Protection. Preservation of this property ensures permanent access to the southern entrance to the Nipmuck Trail and expands the combined size of the Sawmill Brook Preserve and Joshua's Trust Wolf Rock Preserve to 281 acres.
- Preservation of 18 acres located on Dodd Road was made possible through a grant from the U.S. Federal Highway Administration to the Connecticut Department of Transportation, who then transferred the property to the Town. This property is part of a town-wide trail system and provides access between Schoolhouse Brook Park and Mansfield Hollow State Park.
- Mansfield is one of four communities that received a Regional Sustainability Award from the Capitol Region Council of Governments.
- Improved business access to information and resources through a comprehensive update of the business section at [www.mansfieldct.gov](http://www.mansfieldct.gov) and development of publications such as *How to Do Business in Mansfield* and a *Quick Reference Guide*. The new website content also provides an opportunity to recognize and celebrate the accomplishments of local businesses.
- Supported all phases of construction of the Storrs Center Project as required by the Building Code. Assisted the Town Manager to ensure that the project proceeded safely and efficiently while maintaining code compliance.
- Utilized part-time housing inspectors to aid with overcrowding enforcement.
- Participated in professional training to maintain licensure, ICC certifications and to keep up to date on new or changing items.



Building and Housing,  
Planning and Community  
Development



Budget for FY 2016 :  
\$615,600



8.52 Full Time Equivalent  
Employees



## Community Services

Mansfield Community Services provide health services, human services, library, and recreation services to our residents. Their programs aim to enrich the lives of our citizens through activities, programs and facilities designed to foster creativity, help resolve and prevent problems, and provide health recreational activities. Community Services plans and assists in the development and maintenance of harmonious personal relationships between residents and groups.

- Aided by the donation of \$4,800 in tools from Stanley Black & Decker, the Tool Library opened in May. It is the first tool library to open in Connecticut. Gardening and outdoor tools were added in June. Circulation has been steady, with the electric drill being the most popular item. Similarly, the Seed Library continues to be utilized by over 200 patrons. Nearly 1,200 packets were “checked out”. The new Cake Pan Library opened in April which offers unique pans including a big truck, Star of David, and mini Bundt cupcakes.



Parks and Recreation, Library,  
Human Services



Budget for FY 2016:  
\$1,560,670



61.27 Full Time Equivalent  
Employees

## Achievements:

- The library completed an analysis of purchasing practices in order to ensure compliance with new Town financial policies and procedures.
- With the help of volunteers, created two new library gardens (Children's, Butterfly), renovated the Doris Davis garden, and installed a story walk in the playground. This led to increased use of the library's outdoor spaces during the summer months.
- Established a library collection of adult material at Glen Ridge Community and hosted a technology workshop there, with plans for more programs at that site.
- Celebrated the Senior Center's 40th Anniversary of providing services and programs to Mansfield Seniors and their families.
- Restructured and expanded the Senior Transportation Program to include paid van driver hours and increased the number of social day trips.
- Expanded the use of volunteers at the Senior Center, resulting in a total of 8,702 hours of volunteer service between July 1, 2015-June 30, 2016.
- Oversaw Community Center operations, program development, membership services, and implemented a comprehensive marketing program.
- Held 12<sup>th</sup> Anniversary Celebration of the Community Center on November 1, 2015.
- Community Center visitations for the year totaled 207,112 with an average of 17,259 per month.
- The 2015-16 year included a total of 2,714 Parks and Recreation programs with 14,209 participants.
- Continued emphasis on providing quality daytime programs for children of working parents. In addition to the popular summer day camp, day-long programs are offered on school common curriculum days and vacation weeks.
- Continued before and after school programs at Southeast and Vinton Elementary Schools and after school program the Community Center.
- Held special events including the Annual Halloween Party, Member Appreciation Week, A Day at the Center, John E. Jackman Bike Tour, and a series of four summer concerts.
- Received a \$253,470 grant from the Department of Energy and Environmental Protection for a universal access trail around Bicentennial Pond.
- Supervised construction of the new Jeffery P. Ossen Family Foundation Community Playground.





# Public Safety

The Public Safety service unit serves to preserve peace and good order, to protect persons and property, and to ensure the safety of the Town's citizens. The unit's goal is to create an environment in which people can move about safely and feel confident that they and their property are protected from harm through programs that reduce crime and fire, provide emergency medical services, and minimize the impact of disaster.

## Achievements:

- Replaced Engine Tank 507 with Tanker 307 with the capacity to carry 3,000 gallons of water, placed three (3) Cardiac Chest Compression units into service, installed two dry hydrants, and replaced entire fire-fighting hose inventory with new hose due to a grant award from the Federal Emergency Management Agency (FEMA).
- Signed the first service contract with Windham Community Memorial Hospital for paramedic services.
- Conducted a financial review of the Length of Service Award Program (LOSAP) program. The review indicates the program is performing well and is adequately funded.
- Increased the volunteer application period from annual to bi-annual to allow for new volunteer members to be brought into the department in September or February.
- Presented age appropriate fire, life safety, and injury prevention education programs for the community including all pre-K through 5<sup>th</sup> grade classrooms in Mansfield public and private schools, high school, and off-campus housing for college students.
- Managed the Town's Emergency Operations Center; performed severe weather watches and warnings during the year; oversaw the Town's mass notification system (Code Red) and various scenario crisis drills at all of the schools; and provided emergency management programs in the community.
- Administered the Town's AED program (defibrillators), including maintenance update of batteries and adult and child electrodes, as well as device upgrade replacements, at the schools and other municipal facilities.
- Reviewed, updated, and submitted the local Emergency Operations Plan to the Department of Emergency Management and Homeland Security for audit.
- Animal Control responded to approximately 1,466 complaints, and issued 222 warnings, 80 notices to license, and 13 animal control infractions. Quarantined 15 dogs and 3 cats. Impounded 148 animals of which 53 were reclaimed, 77 were adopted out to new owners, 4 were struck by vehicles, and 9 were too injured or aggressive to place.



Fire and Emergency Services,  
Emergency Management,  
Resident State Trooper,  
Animal Control



Budget for FY 2016:  
\$3,689,340



31.74 Full Time Equivalent  
Employees



# Public Works

The Department of Public Works provides services for the operation, maintenance, and repair of the Town's infrastructure including roads, bridges, solid waste facilities, park and recreation areas, school athletic fields, sewers and sewer pump stations, and vehicles and equipment. Additionally, the Department supports and assures the balanced development, improvement, and protection of the Town's physical resources.



Public Works,  
Facilities Management



Budget FY 2016:  
\$2,984,480



36.16 Full Time Equivalent  
Employees

## Achievements:

- Used treated salt in lieu of a sand and salt mixture to treat our snow covered roadways. Treated salt has many benefits including enhanced low temperature performance, more environmentally friendly, reduces the need for sand, and reduces the corrosion on equipment when compared to regular white salt. Ultimately, treated salt reduces product, labor, fuel, and equipment costs while improving service levels to our citizens.
- Crews improved drainage and resurfaced portions of Mansfield City Road and Hunting Lodge Road.
- Replaced local street signs. Donated the old signs to the Human Services Department as a fund raising opportunity for the Special Needs fund.
- Completed the groundwork for the Mansfield Community Playground.
- Conducted a pavement condition assessment of all Town roads.
- Began to self-haul containers from the Transfer Station to the waste disposal facility.
- Completed the Environmental Impact Evaluation for the 4 Corners Sewer Project and published it in February 2016. The Four Corners Water and Sewer project encompasses an approximately 500-acre area surrounding and extending north and west of intersection of Routes 195 and 44 in northern Mansfield, which serves as the gateway to Mansfield and the University of Connecticut.
- Facilities painted the exterior of the Town Hall, replaced and upgraded the Vinton Elementary School boilers, and updated the Goodwin Elementary School bathrooms.



# Mansfield Public Schools

The Mansfield Public Schools educate children from preschool through grade 8 in four schools including Mansfield Middle School, Goodwin Elementary School, Southeast Elementary School, and Vinton Elementary School. It is the mission of the Board of Education, in partnership with the Mansfield community to ensure that all children acquire the knowledge, skills, and attributes essential for personal excellence in learning, life, and work within our global community. Our schools are enriched by our culturally and socio-economically diverse student population and engaged and involved families. Students are encouraged to reach beyond the classroom to learn from a variety of academic and extracurricular experiences.

## Achievements:

- The Mansfield Board of Education updated its five year goals including the Board's Mission, Core Beliefs, and District Framework.
- Expanded opportunities to promote continuous professional development for teachers and staff. Ultimately, the increased professional development will translate into new learning experiences for children in the classroom.
- Developed new bus routes and implemented the bus tracking app Safe Stop to allow parents to receive real time locations of their child's bus.

## Future Projects and Initiatives:

- Engage the community in planning the future of our school facilities.
- Define expectations for students focused on such life skills as communication, creativity, critical thinking, and collaboration.
- Implement organizational structure and processes for continuously monitoring and developing instruction in core academic skill areas.

## Mission

It is the mission of the Mansfield Board of Education, in partnership with the Mansfield community, to ensure that all children acquire the knowledge, skills, and attributes essential for personal excellence in learning, life, and work within our global community.



Mansfield Middle School,  
Goodwin Elementary, Southeast  
Elementary, Vinton Elementary



Budget for FY 2016:  
\$22,022,750



252.5 Full Time Equivalent  
Employees





# Affiliated Agencies



Construction of **Phase 2 - Wilbur Cross Way of Storrs Center**, which includes 204 fully leased apartments and 34,500 square feet of commercial space, was completed in August 2015. All but four commercial spaces are leased as of the end of June 2016. Forty-six businesses are open in Storrs Center including Blaze Pizza, BLiSS Boutique, Dunkin' Donuts, Gansett Wraps, Hair Cuttery, NICABM, Tea More Café, the UPS Store, and Wingstop, all of which opened within the last year.



- The Mansfield Housing Authority is on target to lease 130 Section 8 Housing Choice Vouchers by year end. Additionally, MHA completed solar panel installation at Holinko Estates.
- Collaborating with the Mansfield Nonprofit Housing Development Corporation, Mansfield Housing Authority filed an application for pre-development funds with the Department of Housing to explore the development of 113-121 South Eagleville Road.
- The Eastern Highlands Health District spearheaded DEMHS Region 4's contribution to the Connecticut Department of Public Health state-wide medical counter measures, full-scale exercise in April. By coordinating and hosting Region 4's clinic for mass dispensing of anti-biotics, the Health District obtained valuable experience for staff and area volunteers, while testing our local and regional plans to stand up and operationalize a mass-dispensing clinic site in response to a notional community wide disease outbreak. Over 130 volunteers and 10 community partner agencies participated.
- A \$100,000 grant from the American Planning Association funded the Plan4Health initiative. The online tool kit targets local officials in small towns charged with control of local land use policies, seeking to support land use decisions that promote active living and healthy eating. The tool kit can be found at [www.healthyeasternct.com](http://www.healthyeasternct.com).







# 2017 Goals and Initiatives

## **Community Development**

- In collaboration with development team, coordinate construction of Storrs Center Phase 3 and tenant fit-out of leasable space in Phase 2. Develop programming for tenant space at Nash-Zimmer Transportation Center.
- Expand awareness of important role agriculture plays in our community by sponsoring Farm-To-Table event with local restaurants and collaborating with Mansfield schools.
- Continue efforts to support local businesses growth and development through publication of comprehensive permitting guide and development of informational programs for local business owners.
- Update Zoning and Subdivision Regulations to help achieve vision and goals identified in Mansfield Tomorrow Plan of Conservation and Development.
- Develop and implement program to permanently protect key Town-owned open space and agricultural properties from future development.
- Continue roll-out of cloud-based online permit and license tracking system for code enforcement functions (Building & Housing, Engineering, Fire Prevention, Planning & Zoning, Public Health).

## **General Government**

- Re-launch the MansfieldCT.gov website with completely new mobile-friendly design featuring more intuitive and user-friendly format.
- Maintain Mansfield's Aa2 bond rating and strive to obtain highest rating possible, Aaa.
- Maintain or increase unassigned Fund Balance to ultimately reach level of 10 – 15% of budget. Reduce reliance on state aid by pursuing additional sources of revenue and increasing the tax base.
- Continue to review all financial management policies to ensure compliance with best practices and consistency with Council goals and objectives.

## **Community Services**

- Explore possibility of satellite locations for Mansfield Public Library and services in other areas of Town, including cooperative ventures with other municipal departments or outside entities.
- Oversee construction of universal access trail around Bicentennial Pond facility.
- Provide programs that promote and stimulate healthy living options for senior residents of Mansfield and increase participation in Senior Center programs.
- Successfully implement Mansfield's Plan for Young Children. Expand level of services provided to youth and families by building capacity of program to respond to increased demand for services and ensure continuity of care

## **Education**

- Assist with facility needs assessment for Mansfield Public Schools.

## **Infrastructure**

- Implement a comprehensive Pavement Management System (PMS). Develop ten-year paving plan to ensure the best use of funds with greatest impact on community.
- Complete Facilities Needs Assessment of all municipal buildings.
- Complete design and environmental review process for Four Corners sanitary sewer project; negotiate any necessary easements and prepare for construction. Complete negotiation of comprehensive wastewater agreement with UCONN.

## **Quality of Life/Public Safety**

- Assist Ad hoc Committee on Rental Regulations and Enforcement with review and potential revision of zoning regulations and town ordinances related to rental housing.
- Assist Ad hoc Committee on Police Services in developing long-term model for delivery of police services in Mansfield.
- Work collaboratively with UCONN Police and staff to educate UCONN students that student code of conduct is monitored and applies to both on and off campus behavior.
- Evaluate Fire Department shift staffing models that provide the efficient assignment of full and part-time personnel.
- Enhance partnership with regional Emergency Management Directors for delivery of basic needs during and following emergencies or disasters.

## **Significant Capital Projects**

- |  |  |
|--|--|
| • Facilities Study for Mansfield Schools - \$160,000 | • Replacement of Self-contained Breathing Apparatus (firefighters) - \$283,550 |
| • Large Dump Truck - \$200,000                       | • Road Resurfacing- \$750,000  |
| • Mansfield Middle School Gym - \$873,000            | • School Building Maintenance - \$150,000                                      |
| • Ravine Road Improvements- \$110,000                | • Technology Infrastructure for Schools - \$150,000                            |
| • Replacement of Ambulance 507 - \$245,000           | • Vinton Boilers - \$450,000   |

# Reference Information

For Information On...	Call...	Phone
Accounts Payable	Finance	860-429-3345
Assessment	Assessor	860-429-3311
Birth Certificates	Town Clerk	860-429-3302
Building Permits	Building Office	860-429-3324
Cemetery (Town)	Sexton	860-429-3302
Community Center	Parks & Recreation	860-429-3015
Death Certificates	Town Clerk	860-429-3302
Dog Licenses	Town Clerk	860-429-3302
Dog & Animal Problems	Animal Control Officer	860-487-0137
Elderly Municipal Agent	Human Services	860-429-3315
Emergency Management	Emergency Management	860-429-3328
Engineering	Engineering	860-429-3334
Finance	Finance	860-429-3345
Fire Emergencies	Fire Department	<b>911</b>
Fire - Non-Emergencies	Fire Department	860-429-3328
Fire Marshal/Fire Prevention	Fire Marshal	860-429-3328
Health Matters (Public)	Health Department	860-429-3325
Housing Authority	Housing Authority	860-487-0693
Housing Inspection	Housing Inspection	860-487-4440
Human Services	Human Services	860-429-3315
Information Technology	Information Technology	860-429-3355
Inland Wetlands	Parks and Recreation	860-429-3015 x204
Job Openings	Human Resources	860-429-3336
Land Records	Town Clerk	860-429-3302
Library	Mansfield Public Library	860-423-2501
Marriage Licenses	Town Clerk	860-429-3302
Parking Tickets	Tax Collector	860-429-3374
Parks	Parks and Recreation	860-429-3015
Planning	Planning & Development	860-429-3330
Police Emergencies	Police Department	<b>911</b>
Police - Non-Emergencies	Police Department	860-429-3360
Probate Court	Judge	860-871-3640
Purchasing	Finance	860-429-3345
Recreation	Parks and Recreation	860-429-3015



For Information On...	Call...	Phone
Refuse & Recycling	Engineering	860-429-3333
Registration of Voters	Registrar of Voters	860-429-3368
Roads	Public Works	860-429-3676
Sanitary Inspection	Health Department	860-429-3325
School Business Manager	Finance Director	860-429-3345
Senior Center	Senior Center	860-429-0262
Senior Transportation Services	Senior Center	860-429-0262
Snow Removal & Streets	Public Works Garage	860-429-3676
Taxes	Collector of Revenue	860-429-3306
Transfer Station	Transfer Station	860-429-7189
Transportation	Nash-Zimmer Transp. Center	860-429-3312
Tree Warden	Public Works	860-429-3676
Voting	Registrar of Voters	860-429-3368
Youth & Family Services	Youth Services	860-429-3317
Zoning Enforcement	Planning and Development	860-429-3341

## Upcoming Events

**Storrs Farmer's Market:** Open every Saturday from May through November on the front lawn of the Mansfield Town Hall and two Saturdays a month from December through April in the Buchanan Auditorium at the Mansfield Public Library. [www.storrsfarmersmarket.org](http://www.storrsfarmersmarket.org)

**Annual Town Meeting:** May 9, 2017; Mansfield Middle School Auditorium

**Memorial Day Parade:** May 29, 2017; Bassetts Bridge Road/Rt. 195 to Mansfield Center Cemetery (rain location: Mansfield Middle School gymnasium)

**12th Annual John E. Jackman Tour de Mansfield:** June 17, 2017; Join local cycle teams in a race through the historic villages of Mansfield. All abilities are welcome!

**14th Annual Celebrate Mansfield Festival:** September 17, 2017; Mansfield Town Square; The festival features a wide variety of activity booths hosted by Mansfield-located businesses, community organizations, sports teams, and clubs—there's something fun for everyone!

**GET INVOLVED!**

**5th Annual Winter Welcome:** December 2, 2017; Mansfield Town Square; Welcome Winter with holiday treats, sales, and specials...even a visit from Santa Claus!

[www.MansfieldCT.org](http://www.MansfieldCT.org)



**Mansfield  
TV 191**



**MansfieldTomorrow**  
OUR PLAN ► OUR FUTURE